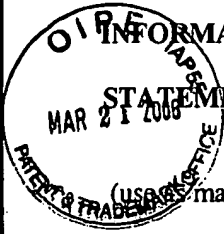
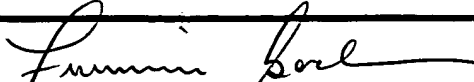


FORM PTO/SB/08A/B (10-01) Substitute for PTO-1449A/B  (Use as many sheets as necessary)	Attorney Docket Number	40628/S850
	Application Number	09/688,452
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	Applicant(s)	Craig L. Ogg et al.
	Group Art Unit	3621
	Examiner Name	Firmin Backer

U.S. PATENT DOCUMENTS				
EXAMINER INITIALS	Cite No. <sup>1</sup>	DOCUMENT NUMBER Number - Kind Code <sup>2</sup> (If Known)	PUBLICATION DATE MM-DD-YYYY	NAME OF PATENTEE
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EXAMINER INITIALS	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article, title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.
F.B.		FICKEL, Louise, "Know Your Customer," Leaders for the Next Millennium, CIO Magazine, 08/15/1999, pages 1-10
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